



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES

March 2, 2006

TO: CSD Regional Administrators
All WorkFirst Staff

FROM: Duane French, Director *Duane French*
Division of Employment and Assistance Programs

John Clayton
John Clayton, Director
Community Services Division

SUBJECT: **WORKFIRST HANDBOOK UPDATE:
OVERVIEW (SECTION 1.1) AND FIRST
WORKFIRST ENGAGEMENT (SECTION 1.4)**

We have updated two sections of the WorkFirst Handbook, Overview (1.1) and First WorkFirst Engagement (1.4). They describe how WorkFirst engagement is all about building a rapport with each parent, getting them directly involved in making decisions and sending a consistent, positive message about what WorkFirst can offer.

Chapter 1.1 Overview changes:

- Re-enforces the importance of engagement, building a strong relationship with the parent and communicating that WorkFirst provides opportunities they can use to earn a living for their family.

Chapter 1.4 First WorkFirst Engagement changes:

- Calls “orientation” the “first WorkFirst engagement” and it is done one on one instead of via group sessions
- Adds talking points to help you cover how work pays and the employment pathway
- Discusses engagement, building rapport, getting parents directly involved in making decisions, and sending a positive message about what WorkFirst can offer.



Regional Administrators et al
March 2, 2006
Page 2

Visit the new sections on the WorkFirst Handbook Site at:
<http://www1.dshs.wa.gov/ESA/wfhand/>.

We are finalizing a new brochure that describes WorkFirst opportunities and re-enforces our new approach to engagement. We will let you know when that publication is available and add a hotlink to the handbook. We will also be modifying these sections again within the next few months to bring them in line with comprehensive evaluation and WorkFirst training changes.

If you have any questions, please contact Ian Horlor, WorkFirst Program Manager at (360) 725-4634 or Horloit@dshs.wa.gov.

cc: Brent Low
Carmen Cook
Denny Naughton
Robin Thompson
Sandy Miller
Glynnis Ashley
Roxanne Lowe
Leo Ribas